

COVAD	PREMIUM - client order 49845	
Order Info		Circuit Info
Order Number:	49845	Circuit Number: 100-050-861
Status:	Closed	Speed: TeleSpeed 144
Client Info		CO: MRBOMDMB
Customer Name:	Compass Computer Services, Inc.	ISDN Migration: No
Affiliate Name:		CPE Provider: Covad
Client Name:	Ms. Shiona Baum Knight, Manzi, Nussbaum and Laplaca	CPE Type: Flowpoint 144/ul
		CPE Serial Number: 206209
Street Address:	14440 Old Mill Road	Covad Install Date: 09/15/1999 10:00 AM
City:	Upper Marlboro	Distance from CO: 2851
State:	MD	ILEC Assigned Circ #: 36.DYVU..1090 56..CD
ZIP:	20772	Cust Circuit Name: Compass Computer Services, Inc.
Installation Phone:	(301) 952-0100	Network Configuration
Office Telephone:	(301) 952-0100	Network Type: IP w/routable LAN
Dwelling:	Commercial Building	Install Configuration: STATIC
Inside Wiring Authorized:	Yes	WAN
E-Mail:		Customer Router IP: 192.168.0.37
Primary OS:	Windows95	Mask: 255.255.255.252
# Existing Voice Lines:	1	Client Router IP: 192.168.0.38
# Existing ISDN Lines:	0	Routing Protocol: None
Location of NID:	Inside Premises	Broadcast IP:
Location of Computer:	In the server room	Network Number: 192.168.0.36
ISDN Phone Number:		LAN
ISDN Master Billing #:		Client Router IP: 216.88.58.65
ISDN SPID:		Mask: 255.255.255.192
ISDN Confirm Code:		Routing Protocol: None
Provisioning Info		Network Number: 216.88.58.64
DSLAM:	0	Test IP: 216.88.58.66
Pair:	51	DHCP
Shelf:	1	Use DHCP: No
Card:	7	DHCP Server IP: 0.0.0.0
Port:	1	FSE Info
DSLAM/RDC PVC/DLCI:	0	FSE Assigned: Keith Shell
Cust PVC/DLCI to Client:	25	Mileage:
CPE Password:		Customer Contact: Robert Sobelman(7038 765151)
Additional Notes:	Multi-story structure : yes Multi-unit structure : yes MPOE/NID >50ft from router : yes Inside Wiring available : yes Inside Wiring above ceiling : yes >1 phone closet : yes Winney B.A. tagged at electri room 1st floor pos 1..8-27-1999 mfn elec room,flr1,tagged,pos1	

WORK LOG for Client order 49845

Entry Date	Submitter	Event Type	Customer Facing?	Event Details
Tue Sep 21 1999 04:13:35 AM	jgrodi	Human entry	No	Opend BA TT with RCMC. TT# BD003013
Mon Sep 20 1999 08:16:47 AM	rhaynes	Customer Care Update	Yes	I have varified with the NOC that the card has been replaced and it is now working. However, the circuit is not up and running. While running a test on this line I found that there is a short on the line and it is approximately 400ft shorter than what it was when this line was passing. I have advised Jason to set up an MPOE meet with Bell Atlantic for tomorrow. I have also advised Robert from the ISP of the situation.
Mon Sep 20 1999 07:40:13 AM	ikirsch	Loop test failed	No	Short T-R

Mon Sep 20 1999	ikirsch	Loop test failed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU +DN: PAIR: SITE: MARS CHAN: 49 09/20/1999 09:31 NLT: *FAIL LDT: NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC *4.44 0.00 134. 0.00 YES .975 T- R 53.5 TO GROUND 9999 0.00 9999 0.00 NO .054 T-G .007 mA T-G 6.58 METALLIC 9999 0.00 9999 0.00 NO .055 R-G .005 mA R-G NOISE BAL UNBALANCE: 0.00% TERMINATED LENGTH: 2.77 KF HISTORY VER: ISO = MTU BUILDOUT
07:40:13 AM				
Fri Sep 17 1999	ikirsch	Loop test failed	No	Short T-R
05:14:01 AM				

<p>Fri Sep 17 1999</p> <p>05:14:01 AM</p>	<p>ikirsch</p>	<p>Loop test failed</p>	<p>No</p>	<p>ACCESSING READY RUNNING NLT RUNNING RLD/MTU □+DN: PAIR: SITE: MARS CHAN: 49 09/17/1999 07:06 NLT: *FAIL LDT: NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC *4.44 0.00 139. 0.00 YES .975 T- R 52.4 TO GROUND 9999 0.00 9999 0.00 NO .055 T-G .003 mA T-G 4.03 METALLIC 9999 0.00 9999 0.00 NO .055 R-G .003 mA R-G NOISE BAL UNBALANCE: 0.00% TERMINATED LENGTH: 2.78 KF HISTORY VER: ISO = MTU BUILDOUT </p>
<p>Wed Sep 15 1999</p> <p>10:59:25 AM</p>	<p>rbaker</p>	<p>Customer Care Update</p>	<p>Yes</p>	<p>FST (KEITH) EXCHANGED ROUTERS .NEW ROUTER # 229919</p>

Wed Sep 15 1999	rbaker	Human entry	No	FST (KEITH) SENT ON REPAIRPR OVISIONING PROBLEM... PER SCOTT AT TAC.....NOC WILL RESET CARD AT CO..... .. .INFORMED ROBERT AT COMPASS COMPUTER (ISP)..... ...
10:57:54 AM				
Wed Sep 15 1999	sbell	Customer Care Update	Yes	Card is showing test failure: called NOC spoke w/ Nick, he wil have card reset remotly
10:42:34 AM				
Wed Sep 15 1999	sbell	Loop test failed	No	Short T-R
10:11:34 AM				

Wed Sep 15 1999	sbell	Loop test failed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU +DN: PAIR: SITE: MARS CHAN: 49 09/15/1999 12:04 NLT: *FAIL LDT: NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC *4.49 0.00 117. 0.00 YES .996 T- R 54.1 TO GROUND 9999 0.00 9999 0.00 NO .054 T-G .005 mA T-G 7.43 METALLIC 9999 0.00 9999 0.00 NO .054 R-G .005 mA R-G NOISE BAL UNBALANCE: 0.00% TERMINATED LENGTH: 2.77 KF HISTORY VER: ISO = MTU BUILDOUT
10:11:34 AM				

Wed Sep 15 1999	sbell	Loop test passed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU RUNNING LDT □+DN: PAIR: SITE: MARS CHAN: 49 09/15/1999 12:03 NLT: PASS LDT: NO LD NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC 9999 0.00 9999 0.00 NO .023 T-R 53.8 TO GROUND 9999 0.00 9999 0.00 NO .053 T-G .006 mA T-G 8.38 METALLIC 9999 0.00 9999 0.00 NO .053 R-G .007 mA R-G NOISE BAL UNBALANCE: 0.00% OPEN TIP LENGTH: 3.19 KF HISTORY VER: ISO = NONE
10:10:17 AM				
Wed Sep 15 1999 09:59:40 AM	ikirsch	Loop test failed	No	Short T-R

Wed Sep 15 1999	ikirsch	Loop test failed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU □+DN: PAIR: SITE: MARS CHAN: 49 09/15/1999 11:52 NLT: *FAIL LDT: NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC *.219 0.00 0.00 NO T-R 53.5 TO GROUND 9999 0.00 0.00 NO T-G .004 mA T-G 6.93 METALLIC 9999 0.00 0.00 NO R-G .004 mA R-G NOISE BAL UNBALANCE: % LENGTH: KF HISTORY VER: ISO = FLT BUILDOUT LOADED TEST 0 1 2 3 4 5 6 7 8
09:59:40 AM				

Wed Sep 15 1999	ikirsch	Loop test passed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU RUNNING LDT □+DN: PAIR: SITE: MARS CHAN: 49 09/15/1999 11:47 NLT: PASS LDT: NO LD NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC 9999 0.00 9999 .720 NO .024 T-R 53.9 TO GROUND 9999 0.00 9999 0.00 NO .053 T-G .007 mA T-G 7.28 METALLIC 9999 0.00 9999 0.00 NO .053 R-G .007 mA R-G NOISE BAL UNBALANCE: 0.00% OPEN TIP LENGTH: 3.19 KF HISTORY VER: ISO = NONE
09:54:40 AM Tue Sep 14 1999	bgossard	Covad Install Schedu	No	9/15/1999 between 8:00 a.m. and 12:00 p.m. Keith Shell (2022)
01:47:31 PM Tue Sep 14 1999 12:30:05 PM	ikirsch	Loop test failed	No	Short T-R

Mon Sep 13 1999 01:06:03 PM	j Skorupa	PROVISION_SUCCESS	No	[TASK ID: 11417] SLSPMDSS- BPX1.slspsmdm1.7. 1/25
Mon Sep 13 1999 01:05:36 PM	j Skorupa	DEPROVISION_SUCCESS	No	[TASK ID: 11414] SLSPMDSS- BPX1.slspsmdm1.7. 1/25
Thu Sep 09 1999 08:11:32 AM	BPIAZZA	PROVISION_SUCCESS	No	[TASK ID: 3163] SLSPMDSS- BPX1.slspsmdm1.7. 1/25
Thu Sep 09 1999 08:11:05 AM	BPIAZZA	DEPROVISION_SUCCESS	No	[TASK ID: 3158] SLSPMDSS- BPX1.slspsmdm1.7. 1/25
Wed Sep 08 1999 02:09:28 PM	j mendoza	PROVISION_SUCCESS	No	[TASK ID: 400] SLSPMDSS- BPX1.slspsmdm1.7. 1/25
Wed Sep 08 1999 02:08:59 PM	j mendoza	DEPROVISION_SUCCESS	No	[TASK ID: 398] SLSPMDSS- BPX1.slspsmdm1.7. 1/25
Wed Sep 08 1999 01:37:27 PM	e forbes	PROVISION_SUCCESS	No	[TASK ID: 376] SLSPMDSS- BPX1.slspsmdm1.7. 1/25
Wed Sep 08 1999 01:37:03 PM	e forbes	PREFERRED_PVC_CHANGE	No	service ID = 52245, new PVC = 25

Wed Sep 08 1999 01:36:39 PM	eforbes	DEPROVISION_SUCCESS	No	[TASK ID: 373] SLSPMDSS- BPX1.slspmdm1.7. 1/24
Wed Sep 08 1999 08:14:03 AM	ikirsch	Human entry	No	Able to ping and telnet in to CPE, Good to go..
Tue Sep 07 1999 02:56:35 PM	pdang	PROVISION_SUCCESS	No	[TASK ID: 28680] SLSPMDSS- BPX1.slspmdm1.7. 1/24
Tue Sep 07 1999 02:56:08 PM	pdang	DEPROVISION_SUCCESS	No	[TASK ID: 28677] SLSPMDSS- BPX1.slspmdm1.7. 1/24
Tue Sep 07 1999 01:49:03 PM	mboisver	ILEC Ticket Notes	No	ILEC Issue Cleared
Tue Sep 07 1999 01:47:49 PM	mboisver	Human entry	No	Harris is seeing router.

Tue Sep 07 1999	mboisver	Loop test passed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU +DN: PAIR: SITE: MARS CHAN: 49 09/07/1999 15:39 NLT: *FAIL LDT: NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC *4.49 0.00 122. 0.00 YES .995 T- R 53.2 TO GROUND 9999 0.00 9999 1.94 NO .054 T-G .004 mA T-G 4.78 METALLIC 9999 0.00 9999 1.11 NO .054 R-G .004 mA R-G NOISE BAL UNBALANCE: 0.00% TERMINATED LENGTH: 2.74 KF HISTORY VER: ISO = MTU BUILDOUT
01:46:54 PM Tue Sep 07 1999	keithp	Human entry	No	Loop comes up after circuit is re-provisioned. Andrew is going to call back to try a new PVC.
06:58:52 AM Tue Sep 07 1999	keithp	PROVISION_SUCCESS	No	[TASK ID: 27878] SLSPMDSS- BPX1.slspmdm1.7. 1/24
06:54:08 AM				

Tue Sep 07 1999 06:53:29 AM	keithp	DEPROVISION_SUCCESS	No	[TASK ID: 27876] SLSPMDSS- BPX1.slspsmdm1.7. 1/24
Fri Sep 03 1999 07:52:11 AM	bjensen	PROVISION_SUCCESS	No	[TASK ID: 20251] SLSPMDSS- BPX1.slspsmdm1.7. 1/24
Fri Sep 03 1999 07:51:50 AM	bjensen	DEPROVISION_SUCCESS	No	[TASK ID: 20249] SLSPMDSS- BPX1.slspsmdm1.7. 1/24
Thu Sep 02 1999 03:06:44 PM	fgurnee	PROVISION_SUCCESS	No	[TASK ID: 17426] SLSPMDSS- BPX1.slspsmdm1.7. 1/24
Thu Sep 02 1999 03:06:19 PM	fgurnee	DEPROVISION_SUCCESS	No	[TASK ID: 17424] SLSPMDSS- BPX1.slspsmdm1.7. 1/24

Thu Sep 02 1999	mho	Loop test passed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU RUNNING LDT □+DN: PAIR: SITE: MARS CHAN: 49 09/02/1999 16:52 NLT: PASS LDT: NO LD NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC 9999 0.00 9999 0.00 NO .023 T-R 53.5 TO GROUND 9999 0.00 9999 0.00 NO .053 T-G .006 mA T-G 4.80 METALLIC 9999 0.00 9999 0.00 NO .053 R-G .006 mA R-G NOISE BAL UNBALANCE: 0.00% OPEN RING LENGTH: 3.17 KF HISTORY VER: ISO
02:59:49 PM				
Thu Sep 02 1999	keithp	Human entry	No	Getting very int ping times to CPE w/slow response. No errors on the circuit. Andrew is going to swap CPE and call back if needed.
02:34:48 PM				
Thu Sep 02 1999	ikirsch	Loop test failed	No	Short T-R
01:35:21 PM				

Thu Sep 02 1999	ikirsch	Loop test failed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU □+DN: PAIR: SITE: MARS CHAN: 49 09/02/1999 15:25 NLT: *FAIL LDT: NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC *4.48 0.00 176. 0.00 YES .994 T- R 52.4 TO GROUND 9999 0.00 9999 0.00 NO .056 T-G .004 mA T-G 3.73 METALLIC 9999 0.00 9999 1.09 NO .052 R-G .010 mA R-G NOISE BAL UNBALANCE: 0.00% TERMINATED LENGTH: 2.75 KF HISTORY VER: ISO = MTU BUILDOUT
01:32:16 PM Thu Sep 02 1999	keithp	Human entry	No	T1 mgmt down att, cant cvcheck loop/crkt for Andrew Dc. Nicky/NOC is getting a trans tech out on this.
12:45:49 PM				

Wed Sep 01 1999	cthompso	Customer Care Update	Yes	Per Shiona, the lcon, all lights on router solid green except for LAN. Robert of ISP is aware. The order can be closed. CAT
01:40:15 PM				
Wed Sep 01 1999	msanchez	Loop test passed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU RUNNING LDT □+DN: PAIR: SITE: MARS CHAN: 49 09/01/1999 15:16 NLT: PASS LDT: NO LD NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 Hz INDUCED C- MESSAGE DBRNC 9999 0.00 9999 0.00 NO .023 T-R 49.9 TO GROUND 9999 0.00 9999 0.00 NO .053 T-G .005 mA T-G 2.40 METALLIC 9999 0.00 9999 0.00 NO .053 R-G .004 mA R-G NOISE BAL UNBALANCE: 0.00% OPEN TIP LENGTH: 3.18 KF HISTORY VER: ISO = NONE
01:21:49 PM				

Wed Sep 01 1999	fgurnee	Customer Care Update	Yes	Possible pair gain setting issue, sending to ILEC. Need bell tt for pair gain specialist to check pair gain cards.
07:22:03 AM				
Tue Aug 31 1999	mcherrin	Human entry	No	Technician talked to Frank at the TAC who determined the problem might be a pair gain issue.
12:16:50 PM				
Tue Aug 31 1999	mcherrin	Customer Care Update	Yes	Technician called TAC and talked to Frank. No inside wiring was done. Router was left at site. Router, Serial number 206209 was configured. The router was plugged in and was powered on.
12:16:11 PM				
Tue Aug 31 1999 12:14:45 PM	mcherrin	Provisioning Problem	Yes	

Tue Aug 31 1999	mcherrin	User Email	No	Knight: TeleSpeed Service Order 49845 for Ms. Shiona Baum Knight, Manzi, Nussbaum and Laplaca - SERVICE APPOINTMENT UNSUCCESSFUL During the Covad scheduled appointment, we were not able to successfully connect the following end user to the Covad Network. Listed below are the problems that were encountered and the next actions Covad will take to resolve the issue with your service provider: Name: Ms. Shiona Baum Knight, Manzi,
12:14:42 PM				
Fri Aug 27 1999	mnitis	ILEC Ticket Notes	No	ILEC Issue Cleared
02:58:16 PM				
Fri Aug 27 1999	mnitis	Human entry	No	Winney Called from B.A. Harris test failed for loop not delivered ..she will check and call back...mfn
02:58:07 PM				
Fri Aug 27 1999	mnitis	Loop test failed	No	Loop not delivered
02:17:10 PM				

Fri Aug 27 1999	mnitis	Loop test failed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU RUNNING LDT +DN: PAIR: SITE: MARS CHAN: 51 08/27/1999 16:10 NLT: PASS LDT: NO LD NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC 9999 0.00 9999 0.00 NO .003 T-R 51.1 TO GROUND 9999 0.00 9999 0.00 NO .005 T-G .002 mA T-G 8.97 METALLIC 9999 0.00 9999 0.00 NO .005 R-G .002 mA R-G NOISE BAL UNBALANCE: 0.00% OPEN RING LENGTH: .391 KF HISTORY VER: ISO
02:17:10 PM				

Fri Aug 27 1999	mcherrin	Customer Care Update	Yes	Left message for shiona_to confirm their scheduled srvice appointment. Informed that someone over 18 needs to be present. Requested that they contact Covad within 24 hours to reschedule. dtrevino
09:02:58 AM				

Tue Aug 24 1999	rhaynes	User Email	No	KnightTeleSpeed Service Order 49845 for Ms. Shiona Baum Knight, Manzi, Nussbaum and Laplaca - INSTALLATION RSCHEDULING INFORMATION We are writing to inform you that the Covad service appointment for the following client has been rescheduled due to: Covad scheduling conflict Ms. Shiona Baum Knight, Manzi, Nussbaum and Laplaca 14440 Old Mill Road, Upper Marlboro, MD 20772 Covad Circuit Number: 100-050-861 Original Covad Appointment
12:42:48 PM				
Tue Aug 24 1999 12:42:18 PM	rhaynes	Covad Install Resched	Yes	
Tue Aug 24 1999	rhaynes	Covad Install Schedu	No	8/31/1999 between 12:00 p.m. and 5:00 p.m. Johnson T.J. (3321)
12:42:17 PM				
Tue Aug 24 1999	rhaynes	Covad Install Cancel	No	9/2/1999 between 3:00 p.m. and 7:00 p.m.
12:42:17 PM				
Mon Aug 23 1999 05:21:53 AM	rhaynes	Both Install dates cl	Yes	

Mon Aug 23 1999	rhaynes	User Email	No	KnightTeleSpeed Service Order 49845 for Ms. Shiona Baum Knight, Manzi, Nussbaum and Laplaca - INSTALLATION CHANGE The local telephone company has changed the delivery date for the following end user due to problems encountered with the new data line. Since the delivery of the new data line is after the Covad scheduled appointment date, we have rescheduled the Covad appointment to occur shortly thereafter: New Telephone
05:21:49 AM				
Mon Aug 23 1999 05:21:08 AM	rhaynes	Covad Install Resched	Yes	
Mon Aug 23 1999	rhaynes	Covad Install Schedu	No	9/2/1999 between 3:00 p.m. and 7:00 p.m. Johnson T.J. (3321)
05:21:08 AM				
Mon Aug 23 1999	rhaynes	Covad Install Cancel	No	8/17/1999 between 12:00 p.m. and 5:00 p.m.
05:21:08 AM				

Thu Aug 19 1999	karind	Customer Care Update	Yes	Bell Atlantic scheduled your customer setup for 8/27. Please make sure the customer is aware that they need to make access arrangements for the Bell Atlantic Technician. Karin
02:36:49 PM				
Thu Aug 19 1999	karind	FOC date set	No	ILEC installation (FOC) date set:1999-08-27 00:00:00.0
02:34:26 PM				
Thu Aug 19 1999	karind	Moved from super-user	Yes	The order has been released from Super-User status
02:32:36 PM				
Thu Aug 19 1999	karind	Moved from super-user	No	The order has been released from Super-User status
02:32:32 PM				
Wed Aug 18 1999	bgossard	Customer Care Update	Yes	Christina said that the issue is being worked.
02:10:36 PM				

Wed Aug 18 1999	karind	Customer Care Update	Yes	Old order has been cancelled in our system and disconnected with BA. I have submitted a sup for a new dd to BA. Karin
07:05:45 AM				
Wed Aug 18 1999	cthompso	Customer Care Update	Yes	Per the BA coordinator on this order a SUPP is needed for no access for 6 business days out. The customer turned BA away. Order 39801 will be cancelled, BA is showing the circuit active in their records. Order 39801 has caused a problem for this end user because there were two orders made for this location by 2 different ISP's. I will notify the ISP directly. CAT
06:03:32 AM				

Tue Aug 17 1999	bgossard	Customer Care Update	Yes	TISOC needs to be called and request a preport change. Winni from the RCCC said that it would be best to have the second order circuit ID cancelled and have the first order circuit ID reassigned to the second order. They need to do the cross connect at the CO and reprovisioned w/us and the ISP. I'll called the TISOC tomorrow.
04:02:36 PM				

Tue Aug 17 1999	bgossard	Human entry	No	TJ called and explained that the end user said they had two lines. The first order they opened was 39801 And the circuit ID # is 36.DYVU.106721..CD. The second order number is 49845 The circuit id for that is 36.DYVU..109056..CD. The first order number has already been cancelled but BA has delivered the loop for this order. When the second order was created and we ordered a new loop from BA , they saw a loop there already and did not put new loop in. When TJ went out
10:29:25 AM				
Tue Aug 17 1999	bgossard	Customer Care Update	Yes	TJ called and explained that the end user said they had two lines. The first order they opened was 39801 And the circuit ID # is 36.DYVU.106721..CD. The second order number is 49845.
10:08:38 AM				

Sat Aug 14 1999 07:05:44 AM	karind	Customer Care Update	Yes	Bell Atlanticwas denied access by your end user. Please contact your end user to verify whether or not this order should be cancelled. Karin
Sat Aug 14 1999 07:04:58 AM	karind	Moved to super-user o	No	The end user Shiona Baum denied access to the BA Tech and stated that they were to do no work. Karin
Sat Aug 14 1999 07:02:44 AM	karind	Client access require	Yes	

Fri Aug 13 1999	mcherrin	Customer Care Update	Yes	Left message for Shiona to confirm their scheduled service appointment. Informed that someone over 18 needs to be present. Requested that they contact Covad within 24 hours to reschedule.
06:34:41 AM				
Wed Aug 11 1999	rrapp	Customer Care Update	Yes	I received a call from Robert at Compass Computer regarding the status of this order. I informed him that it appears the ILEC has delivered the loop.
01:38:36 PM				

Wed Aug 11 1999	ikirsch	Loop test passed	No	UNBALANCE=0.0; LDT=NO; NLT=PASS; ELEC=N; IDSL=true; VER=I0; LENGTH=4440; OHMS=9999.0; ISO=NONE; CAP=0.03
08:00:23 AM				
Mon Aug 09 1999 04:14:22 PM	rhaynes	Install Scheduled	Yes	
Mon Aug 09 1999	rhaynes	Covad Install Schedu	No	8/17/1999 between 12:00 p.m. and 5:00 p.m. Johnson T.J. (3321)
04:14:19 PM				
Mon Aug 09 1999	rhaynes	User Email	No	KnightTeleSpeed Service Order 49845 for Ms. Shiona Baum Knight, Manzi, Nussbaum and Laplaca - INSTALLATION INFORMATION Covad is pleased to inform you that we have received a committed delivery date from the local telephone company and have scheduled the Covad service appointment for the following end user. Telephone Company Delivery Date: 8/11/1999 The end user needs to be present for the phone company delivery date

04:14:18 PM				only if the
Mon Aug 09 1999	rhaynes	Covad Install Schedu	No	8/17/1999 between 12:00 p.m. and 5:00 p.m. Johnson T.J. (3321)
04:14:06 PM				
Mon Aug 09 1999	llangan	Customer Care Update	Yes	Our vendor has scheduled your end user service appointment for 8/11/99.
06:06:22 AM				
Fri Aug 06 1999	llangan	Customer Care Update	Yes	Called Compass Computer to assist in contacting the end-user to set up a new date for Bell Atlantic to go out. I am requesting a due date from Bell Atlantic of Aug. 16th today. We will update you as soon as we recieve an response,
06:52:03 AM				
Thu Aug 05 1999	jromero	Covad Install Cancel	No	8/9/1999 between 8:00 a.m. and 12:00 p.m.

07:31:41 AM				
Thu Aug 05 1999	jromero	Customer Care Update	Yes	Left voicemail message for Shiana to let them know that the scheduled service appointment has been postponed. The local carrier company has detected a problem with the cable. Covad is working to resolve the issue immediatly and will update you as soon as possible.
07:23:19 AM				
Wed Aug 04 1999	epadilla	Customer Care Update	Yes	We have requested a new installation date from our carrier. WE will notify you of the new install date. Ernesto Padilla
07:49:55 AM				

Tue Aug 03 1999	karind	Customer Care Update	Yes	Bell Atlantic advised that they were unable to gain access on 8/2. Please contact the end user for a date they will be available to provide access for the BA Tech so that we can request this date from Bell Atlantic. Karin
03:50:11 PM				
Tue Aug 03 1999	karind	Client access require	Yes	
03:48:57 PM				

Tue Aug 03 1999	Batch	Loop test passed	No	ACCESSING READY RUNNING NLT RUNNING RLD/MTU RUNNING LDT □+DN: PAIR: SITE: MARS CHAN: 49 08/03/1999 06:19 NLT: PASS LDT: NO LD NPA: 301 CO: ATM: mA, OHMS TRUNK PREQ MTU DC SIGNATURE AC SIGNATURE NOISE KOHMS VOLTS KOHMS VOLTS RNGRS CAP 60 HZ INDUCED C- MESSAGE DBRNC 9999 0.00 9999 0.00 NO .033 T-R 55.6 TO GROUND 9999 0.00 9999 0.00 NO .074 T-G .013 mA T-G 11.2 METALLIC 9999 0.00 9999 0.00 NO .074 R-G .012 mA R-G NOISE BAL UNBALANCE: 0.00% OPEN RING LENGTH: 4.45 KF HISTORY VER: ISO
04:24:08 AM				
Mon Jul 26 1999 08:12:25 PM	bgossard	Install Scheduled	Yes	
Mon Jul 26 1999	bgossard	Covad Install Schedu	No	8/9/1999 between 8:00 a.m. and 12:00 p.m. Terry Koeningsberg (3361)
08:12:23 PM				

Mon Jul 26 1999	bgossard	User Email	No	KnightTeleSpeed Service Order 49845 for Ms. Shiona Baum Knight, Manzi, Nussbaum and Laplaca - INSTALLATION INFORMATION Covad is pleased to inform you that we have received a committed delivery date from the local telephone company and have scheduled the Covad service appointment for the following end user. Telephone Company Delivery Date: 8/2/1999 The end user needs to be present for the phone company delivery date only if the
08:12:22 PM				
Mon Jul 26 1999	bgossard	Covad Install Schedu	No	8/9/1999 between 8:00 a.m. and 12:00 p.m. Terry Koeningsberg (3361)
08:12:07 PM				

Mon Jul 26 1999	karind	Human entry	No	Order Number N3676180 Directory Request Initiator KARIN DACHOWSKI Confirmation Date And Time Sent 199907240955 Provider Contact Representative DUNLAP, OATHER Telephone Number 8888476288 Confirmation Type C Frame Due Time 0800 Due Date 19990802 Billing Account Number 1 0219271001272 Account Telephone Number 0000000000 Reference Number 1 System Identification OVC50 Shelf 1 Channel/Pair 51 Remarks CLS 36.DYVU..109056.
06:29:17 AM Mon Jul 26 1999	karind	Customer Care Update	Yes	Bell Atlantic scheduled your end user setup for 8/2. Karin
06:29:10 AM Mon Jul 26 1999	karind	FOC date set	No	ILEC installation (FOC) date set:1999-08-02 00:00:00.0
06:28:48 AM Wed Jul 21 1999	batchprov	PROVISION_SUCCESS	No	[TASK ID: 83567] SLSPMDSS- BPX1.slspmdm1.7. 1/24

03:55:37 PM				
Wed Jul 21 1999	karind	Customer Care Update	Yes	We have submitted your end user order to Bell Atlantic for processing. Karin
10:19:29 AM				
Wed Jul 21 1999	karind	Order Accepted	Yes	Loop order placed. PON=52665
10:19:02 AM				
Wed Jul 21 1999	karind	Order Accepted	No	Loop order placed. PON=52665
10:18:58 AM				
Wed Jul 21 1999	karind	Pair assigned	No	Pair assigned. CO:MRBOMDMB Pair:51
10:18:32 AM				
Wed Jul 21 1999	karind	Order verified	No	Order verified
10:18:15 AM				

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report generated on Tuesday , October 19, 1999 14:50:00